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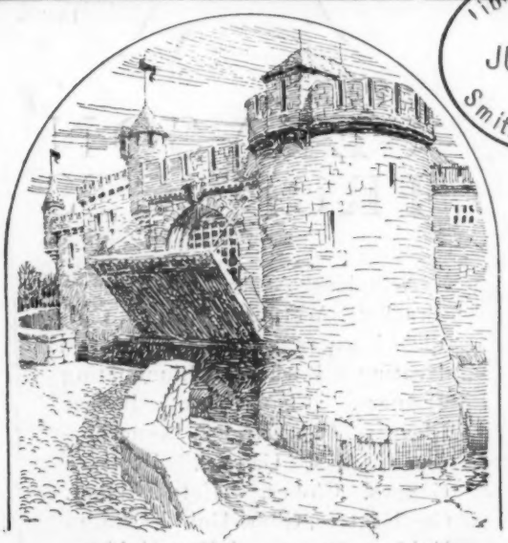

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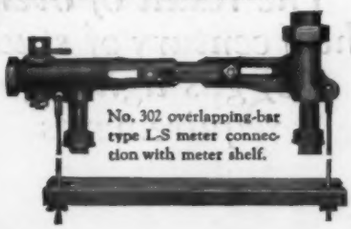

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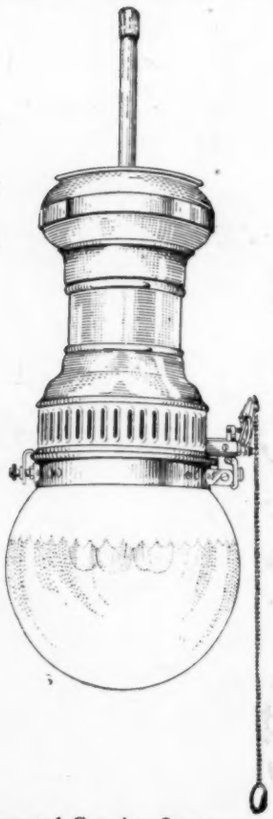

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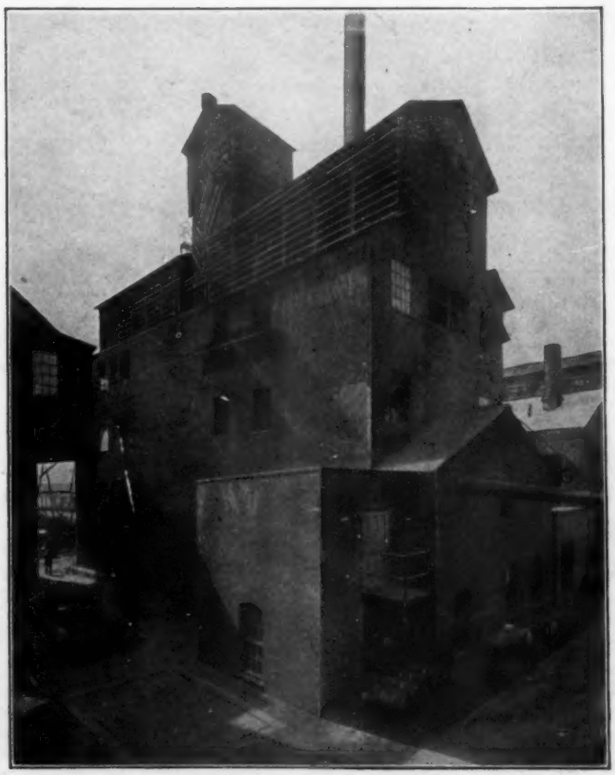

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# American Gas Journal

SIXTY-SEVENTH YEAR

*Published Weekly by American Gas Light Journal, Inc., 53 Park Place, New York, N. Y.*

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AMERICAN
GAS JOURNAL

*Established 1859—Pioneer of the Gas Industry*

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# The Home Service Department

## Its inception and growth

*Philmer Eves*

Advertising Manager, New Haven Gas Light Co., New Haven, Conn.

IT is now a well-established fact that what is termed the Home Service Department of a gas company is profitable both to the customer and the company. This mutually beneficial service has brought a remarkably friendly attitude of the public towards the gas companies that have adopted the service. The closer relationship has also developed a greater respect that accounts largely for the growing sales of gas.

A retrospect of the earlier attempts to bring about this desirable condition reveals the aim of the pioneers in this newer field to inculcate into the minds of gas users the mutually helpful spirit of cooperation which brings substantial benefits to the customer and better cooked foods and efficiency in the use of gas and also equally valuable advantages to the company in the steady increase of new business.

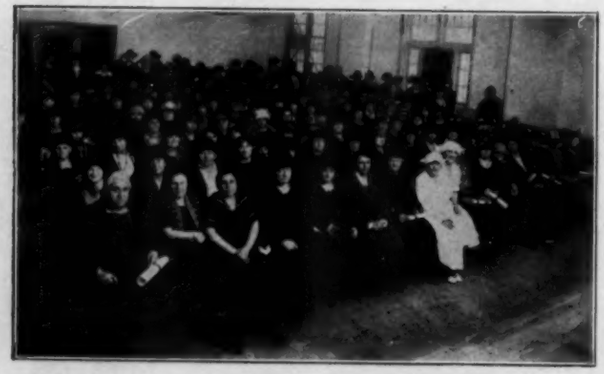
### An Earlier Story By the Author

On June 19, 1909, the "American Gas Light Journal" celebrated its fiftieth anniversary, when a special and elaborate illustrated edition of the Journal was published. It contained comprehensive and carefully compiled articles by well-known gas men competent to write a record of the gas business in its various branches for the previous fifty years. The story of the New Business Department was assigned to the author, then Sales Agent of the Indianapolis Gas Company. In the illustrated account were traced the coming of the gas range, its development, the earlier effort to get the ranges used and the gradual introduction of a service of instruction. This later service included, besides public cooking demonstrations, practical lecture demonstrations at churches, hospitals, schools and public institutions. The instruction was appreciated as was evident by announcements from the pulpit and in one case even by the ringing of the church bell to bring the public to the meetings. House-to-house instruction by experts was also found successful in the earlier days in New York, St. Louis, Milwaukee, Philadelphia, Paterson, Denver and a few other places.

In still earlier years public demonstration work, not directly connected with gas companies, was done by Mrs. S. T. Rorer, Mrs. Gesine Lemcke, Miss "Jenny June" and a few other experts. It is said that some gas men were first converted to the idea of the domestic science department as a part of their company's service from the practical demonstration by Mrs. Rorer at the gas companies' great exhibit of appliances in Madison Square Garden, New York, about the year 1896. On this memorable assembling of representatives of the gas industry Mrs. Rorer quickly and publicly prepared a full six-course dinner which was sampled as proof of the superiority of the gas range for cooking and baking. The gas men also got a persuasive illustration of the effect and value of instruction in the operation of gas appliances and were won over even then to the service which the association is trying now at this late date to induce every gas company to adopt as one of the foremost places of its business policy.

### Effects of Home Economics Department

In the fiftieth anniversary edition of the Journal Mrs. Ruggles of Chicago (formerly Miss Helen Armstrong), one of the leading educators in this field, tersely summarized the effect of the home economics department. She said that demonstration lectures generate a pleasant feeling among customers who then "spread the gospel for the gas company," and



*Home Economic Class, Brooklyn Borough Gas Co.*

that "a practical knowledge of a gas appliance works to the equal satisfaction of the cook and the company. The former secures satisfactory results, the latter sells more gas."

Until the year 1922 the Gas Association was not officially identified with this work. In that year steps were taken by the author to have the American Gas Association formally recognize and co-operate with this beneficial institution of Home Service. The matter was taken up at association headquarters with the then secretary of the commercial department, submitting many photographs and facts and urging that the association take practical steps to have home service nationally recognized. The subject had been previously and favorably considered by the National Commercial Gas Association but the outbreak of the world war unfortunately compelled the abandonment of the idea at that time.

*Layout for Public Luncheons, Dinners and Suppers in Assembly Hall of New Haven (Conn.) Gas Light Co. (Eves)*

### History of Activities

The conference resulted in the author being invited by the association to deal with the subject in a wholesale way by writing a full account of the activities and results of the service as far as it had gone up to that time. The article was published in the October, 1922, number of the American Gas Association Monthly, eleven pages being assigned to the story and illustrations as evidence of the association's determination to put this matter squarely before the whole membership. It was pointed out as a fact worth remembering that there was no direct association agency dealing with these problems of housewives and cooks and that there was an immense loss of possible gas consumption by the lack of united and nationally organized effort to secure the full and proper use of domestic gas appliances. The need of a bureau at association headquarters was emphasized and the following suggestions were offered as a tentative program for organizing and operating the department:

### A Tentative Program

"A Home Economics Bureau at Association's Headquarters would be of incalculable assistance to gas companies. The duties of the appointed director, who would of course necessarily have to be a woman of experience in the work and a college graduate, would in part be:

"To establish a working kitchen in which experimental work may be carried on.

"To co-operate with the Association's Advertising Department by writing timely articles on home-making, newer foods, new recipes, ways of saving gas, etc.

"To train a number of women in gas range management, cooking, domestic science, etc., to send out to gas companies as they graduate from the class.

"To recommend any improvement in construction, design or operation of gas ranges and other cooking appliances.

"To draw up monthly recipes on baking, cooking, boiling, canning, etc., for gas company distribution.

*Group of Graduates, Home Economic Class, Brooklyn Borough Gas Co.*

*Model Kitchen, Home Economics Department, New Haven (Conn.) Gas Light Co.* (*Eves*)

**Establishing Departments**

"To assist by advice and if possible by practical co-operation in establishing home economics departments for gas companies desiring them.

"To collect data from gas company home economics departments, so as to pass along to other companies successful plans carried out.

"To draw up for general distribution circulars on how to adjust gas ranges properly, how to read the gas meter, how to conserve time, energy and gas in preparing meals by utilizing the ovens and the burners of the gas range to the best advantage.

"To plan meals so as to get full food value each day. Assistance thus given to the women in cities and towns would produce an incalculable amount of good-will and friendliness to the gas companies and would result in better and more scientifically fed communities.

"To co-operate with gas companies in securing the co-ordination of women's clubs and other organizations in orders to bring about a fuller use of gas cooking appliances."

**Formation of the Committee**

The above efforts resulted in the association including the subjects for consideration at the October, 1922, convention of the association at Atlantic City. A committee was formed, of which the author was appointed chairman for the year, at the end of which time an encouraging report was presented in the form of a paper for discussion. The instant success and future promise of greater results induced the author to recommend that the work be taken up by one of the home economics experts carrying on a Home Service Department and recommended Miss Ada Bessie Swann of Public Service (Electric and Gas) Company of New Jersey on account of Miss Swann's eminent ability and experience and also for the reason that her company's location nearest to association headquarters would be an advantage.

In the following two years Miss Swann and her comprehensive committee have shown a remarkable growth and development of the work. Instead of some fourteen companies there were listed sixty-four companies that had adopted home service, while other companies were taking steps to organize this department.

## MANUFACTURED GAS TO REVOLUTIONIZE CERAMIC INDUSTRY

A SAVING of $100,000 on each kiln in the ceramic industry which uses manufactured instead of so-called "producer" gas, is a possible development of the near future. Three plants already have made the change to manufactured gas, thereby saving $300,000 over the old methods.

The ceramic industry makes our bathtubs, sinks and other articles of utility so necessary to the modern home. It is one of the few industries that cannot afford to shut down or take a vacation. Indeed, the kilns used to bake the products never shut down. When a kiln in the ceramic industry goes dead, a tremendous loss is effected, and the owners of the plant so afflicted just naturally pass out.

The heart of a ceramic plant is the costly carborundum muffle, an interior protective heating chamber which ranges from 250 to 350 feet long, and into which the raw products are placed for the baking operation. A muffle of average size costs about $100,000. It is a necessity with "producer" gas, but it is eliminated by changing over to manufactured gas, thus effecting a saving of $100,000 on each new plant put into operation.

It takes a month to heat a muffle to the point where it is ready to do business, and when it gets to that point, no chances are taken on not keeping it there. Two "producer" gas plants are always on hand. In the event that one fails, the other is ready to pour heat into the muffle. "Producer" gas is a raw, crude gas made from coal on the premises. It is not only low in heating value but extremely variable, whereas manufactured gas is high in heating value and absolutely dependable as to quality and is subject to perfect control. On the other hand, "producer gas" is invaluable to many plants removed from the service mains of manufactured gas companies.

Heretofore, the costly muffle was necessary to prevent the "producer" gas from coming into direct contact with the ware. With manufactured gas, the heating operation is direct. If the ceramic industry were to change over to manufactured gas, the load taken on would be approximately 6,000,000 cubic feet a month for each kiln. This is more gas than a small city uses.

☼ ☼ ☼ ☼

1925 *Girl Scout Cooking Class, Brooklyn Borough Gas Co.*

# Recent Developments in the Gas Business*

## Description of important technical improvements

*Louis Stein*

Gas Engineer, Northern States Power Company, Minneapolis, Minn.

THE title of this paper is more or less misleading, since it is apt to convey the impression that the entire scope of the gas industry and its attendant developments will be discussed. This is simply a story of progress, more especially developments which have taken place during the past year or so in production methods and apparatus, more particularly the latter.

To popularize gas service and make it universally available at rates consistent with the service rendered and the cost of supplying it, it has become necessary to carefully study ways and means of bringing about such a desired result. Primarily, the cost of manufacture has had and is now having the most careful attention of not only the gas undertakings themselves, but of the manufacturers of apparatus as well. Apparatus here referred to is specifically that involved in production and not utilization. Each year sees some new and important transition from comparative burdensome or expensive production methods to others which, by comparison with the old, consigns the latter practically to the field of obsolescence almost over night. This fact seems to have been truer during the past several years than at any other period in the development of the gas industry. To cite cases substantiating this at this point would tend to make the story an illogical conglomeration of facts. Attention, however, is invited to the exposition of water gas developments herein.

### Waste Heat Boilers

It will not be possible to enter into any great detail in a subject of the scope of this. It seems logical, however, to point out some things of interest first to the operators of coal gas plants, more especially the smaller plants which ordinarily comprise settings of stop end retorts. Personal contact during the past dozen years with coal gas operators has now and then disclosed the operation of some type of waste heat boilers, in connection with smali settings. Several apparatus manufacturers, however, during the past year have developed and installed such a steam generating apparatus which depends for its source of heat upon that available in the lower waste gas flues of the bench. It is claimed that from one bench of stop end sixes, steam production can be obtained equivalent to the evaporation of approximately one hundred pounds of water per hour at thirty pounds gauge pressure. It is also set up by the manufacturer that such capacity is largely in excess of the requirements for the proper induction of primary air under the grates.

This latter claim has been substantiated by an installation at Red Wing, Minnesota, where it appears that the steam production from one bench would be sufficient to operate three benches. The installation is provided with automatic boiler feed and water level regulator, safety valve, etc. Such boilers may be operated at pressures higher than the feed water supply, if desired, upon the proper installation of the necessary accessories. It is unlikely, however, that pressures over twenty-five to thirty pounds would ever be required.

Of further interest to the operator of stop ends is the installation in the attached producers of air cooled producer walls, the installation being such as not to interfere or affect the size of the producer. It is claimed that this feature of construction greatly minimizes clinker formation. Permission to include this announcement has been given by representative of the Parker-Russell Mining & Manufacturing Company. For the operator whose benches make use of the "Doherty Bench Fuel Economizer," requiring the return of waste gases under the grate, a choice may now be exercised between the use of steam or a fan as a means of inducing the primary air mixture. This should be of special interest to those plants which operate boilers only during the heating season which would otherwise possibly like to use the economizer. Incidentally, the manufacturer claims that there is considerable advantage in this method, inasmuch as the primary air mixture is maintained at higher temperatures than in cases where steam is used. It is also claimed that the fan provided has a special alloy blade set in a fire clay casting which will successfully handle high temperature gases.

### Vertical Retort Installation

There is now in operation at Fargo, North Dakota, the only apparatus of its kind in the Central West, namely a setting comprising three benches of four each continuous vertical retorts, designed and erected by the West Gas Improvement Company of America. One of the interesting features of this installation is the design of the attached producers. These are step grate and utilize no steam whatsoever. There are no doors and the producers are very conveniently accessible for cleaning and clinkering. Incidentally, the retort is the larger type Glover-West. Retort pressures in this installation are controlled by a Shallcross retort house governor. The plant has been in operation since January 15, 1926, and interested parties are cordially invited to visit it.

Before leaving the subject of carbonization in general, it would seem advisable to direct attention to the fact that the installation of small gas ovens are being made conspicuous here and there over the country, among which, so far as recent developments are concerned, has been the introduction of the Becker gas oven, similar in all respects to the full-size coken oven except that it is only about one-half as long.

*Delivered at the Annual Meeting of the Wisconsin Public Utilities Association.

### Accessories Developments

Of interest also is the accessories development on installations of gas ovens of The Improved Equipment Company design, in connection with which manufacturer announces what is known as a "Single Spot Coke Oven Pusher," which is spotted in front of the oven once for each push. It is claimed for it that the door is removed, lifted out of the way, coke pushed, door put back on the frame and the coal levelled all with a single spotting of the machine; also that at no time during this operation does the operator have to pass between the oven and the hot door, and if for any reason he desires to examine the oven, either before or after the push, the door is out of the way.

There is also announced by the same company a new development of an old practice, namely what is known as "Wet Foul Main." It is said of this that the gas enters the foul main through a valved spray chamber. During the gas make the valve in the spray chamber is open and gas enters the foul main through the spray. The sprayed liquor collects in the foul main and is taken off at one end, and the gas is delivered from the foul main at the same or opposite end. By this arrangement, the gas is kept in contact with the liquor for some time before it goes into the dry main.

When the oven or retort is to be opened, the valve in the spray chamber is closed, and this valve is of a special type which peculiarly lets liquor through it but traps the gas. The liquor spray continues to flow through the spray chamber and collects in the foul main just as when gas is flowing through the chamber between the points of gas entrance, so that there is no danger of excessive fouling of the main by the collection of tar and pitch. All openings in the spray chambers are accessible for inspection, cleaning, etc.

### Carburetted Water Gas

Developments in the art of carburetted water gas manufacture and the necessary appurtenances therefore, appear to have been more startling than those which have taken place in the field of coal gas manufacture. It is now possible to purchase water gas apparatus which will make practically all of its process steam, or if desired it will make just that amount of steam required by the back run operation. This is in accordance with announcement made by the Steere Engineering Company of Detroit, Michigan, which has been making experiments in the Middle West in substantiation of these claims. It would appear that the results are conspicuously successful in the water gas apparatus designed by that company. This is available with water fogging sprays in the top of the superheater for the production of back run steam, or it can be installed with an additional shell, catalogued as a flash boiler, in which the up run steam is produced. The machine may also be had with or without continuous coal feed mechanism which automatically supplies the generator with fuel while the set is in operation. The design of the generator is unique in that it embodies a mechanical poker in the ash pit and includes bottom ash dump on the generator, carburetter and superheater. It is further interesting to know that in existing carburetters and superheaters having ample heat storage capacity, water fogging sprays may be used in the superheater with a marked degree of success.

### Use of Bituminous Coal

Inasmuch as the use of bituminous coal as generator fuel is an assured and pronounced success, particularly in the Middle West, the operators of water gas apparatus, as well as the manufacturers thereof, are called upon to give careful consideration to the type of apparatus which may be installed in the various plants and to the needed accessories. In this connection it becomes necessary to state that operators have found it difficult to inspect fuel bed in the generator when using soft coal, due to the smoke and flame in the top. As is very well established, it is not only desirable, but necessary, to be able to inspect the condition of the fuel bed in order that successful operation may be carried out. This may be accomplished by the installation of what some term a down draft purge, and which is classified by others as a steam aspirator. At this moment it is definitely known that such aspirators are in successful operation in the plants of the Louisville Gas and Electric Company, Louisville, Ky.; the Northern States Power Company, St. Paul, Minn., and several plants in Iowa, together with an installation now going on at Brainerd, Minn. It is a very simple attachment consisting of pipe connection to the back run line in which is located a quick-opening gate valve and a steam jet. The usual practice in operating it is to open the valve and turn on the steam immediately following the cracking of the generator coaling door. The result is that all the smoke and gas is pulled down through the fuel bed and is discharged either through the stack at the superheater or through a separate stack to the roof.

### Elimination of Hot Valves

In the apparatus designed by the Western Gas Construction Company, Fort Wayne, Ind., the hot valves are eliminated by the installation of what are known as double inlet tar batter valves in the wash box. These are located under water and thereby are kept clean and cool. The company claims to have developed two processes for the manufacture of carburetted water gas, both in machines without hot valves. One process is known as the Reversed Air Blast and the other is known as the By-pass Process. In the former, the generator is blasted in a reversed direction for a certain period of the cycle, the air being admitted at the top of the superheater, passing down through the superheater brick, up through the carburetter, down through the generator and through the reversed air gas line by way of the tar batter to the relief holder. It should be noted in connection with the design offered by the Western Gas Construction Company that a bottom dump ash pit is available, as is also a continuous coal feed mechanism.

The By-pass Process machine is operated very much like the old standard set, the only difference being that the new design is equipped with the double inlet tar batter valves and the down run gas by-passes the carburetter and superheater.

### Murdock Pier

For plants which use Central District bituminous coal for generator fuel, the matter of the Murdock pier will be of interest. There have been some modifications in the design of the pier, notably the change to the triangular shape. At the bituminous fuel symposium at the Iowa meeting, one operator announced successful operation of a pier made up more or less like a tuyere. It is proper to state that careful consideration should be given to the installation of the pier at those plants which, for one reason or another, are confined to the use of Central District coals as general fuel.

The careful plant superintendent is as vitally concerned with boiler fuel and steam production economies as with generator fuel savings. This is especially true of water gas plants where the auxiliary apparatus is largely steam driven. For such situations the use of exhaust steam for water gas making purposes may be commended with every expectation of making profitable savings above fixed charges on the apparatus required to successfully make use of such exhaust steam. Of a dozen or so representative gas companies, having installations of the Smoot steam accumulator and control system, two are within visiting distance of Wisconsin operators, namely, the Milwaukee Gas Light Company, Milwaukee, Wis., and the Northern States Power Company, St. Paul, Minn. Uniform delivery pressure of four and one-half pounds is maintained at the machine. The accumulator is so installed as to permit the use of live steam when the exhaust steam available drops below a certain predetermined point.

### Rotary Displacement Meter

Without question, the rotary displacement meter has won a place for itself which apparently is going to be permanent. The Roots Company and the Connersville Company are both responsible for a great deal of development and satisfaction in the application of this type of meter to gas plant situations. The former announces as its latest development work the perfection of a continuous oil flush and sealing system for meters. For this it is claimed that two very important features have been accomplished, namely, a constant interior physical condition of the unit, and the elimination of correction for differential.

The Roots Company has applied for a patent on a self-contained circulating system for the flushing and sealing liquid. The bed plate is designed to form a sump to gather the oil which drips from the case and the rotors. The oil is drawn from this sump by a small gear pump driven directly from the rotor shaft. From the pump the oil is discharged into a distributing tank, to be carried by separate pipe lines into the blower case, and dropped on to the rotors on the center line of the space in which the rotors revolve. For those interested in comparison of the rotary displacement meter with the wet meter, it is suggested that reference be made to a paper presented by Philip J. Wilson, Jr., Chief Research Chemist, Indiana Coke and Gas Company, Terre Haute, Ind., before the sixteenth annual meeting of the Indiana Gas Association, entitled "Station Meters Compared." Refernce may also be made to the paper presented in March, 1923, by Erwin C. Brenner, at the meeting of the Gas Section of the Wisconsin Utilities Association, entitled "Rotary Displacement Station Meter."

The Stacey Brothers Gas Construction Company is authority for the statement that there has been a tendency to eliminate lattice work and replace with the use of solid sections wherever possible. The same company claims to have developed what is known as the "Bullet," which is shaped like a Zeppelin and installed with concrete piers. This is for high pressure work particularly. Pressure ranging from five to sixty pounds are mentioned in connection with that particular design.

The Stacey Manufacturing Company includes a high pressure design which looks very much like a Zeppelin and may be installed either vertically or horizontally. The middle sections are cylindrical and the ends hemispherical. Such a high pressure installation has been made by that company at Olympia, Wash., which plant is under the management of the Byllesby Engineering and Management Corporation.

¤ ¤ ¤ ¤

*If it is done with heat—*
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**When gas comes into your plant—**

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When the gas-mains come in, out goes the main cause of "rejects" and "seconds"—lack of uniform heat control.

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# Industrial Gas in California

## A few novel uses are described

*C. W. Geiger*

THE industrial use of gas, in California, even though it has grown to considerable proportions, is still a comparatively unimportant means of heating when measured against other fuels. Recent statistics show that the heat requirements of industry are met by fuels approximately in the following proportions: Manufactured gas, 2 per cent.; natural gas, 4 per cent.; anthracite coal, 5 per cent.; oil, 12 per cent.; coke, 14 per cent.; bituminous coal, 63 per cent.

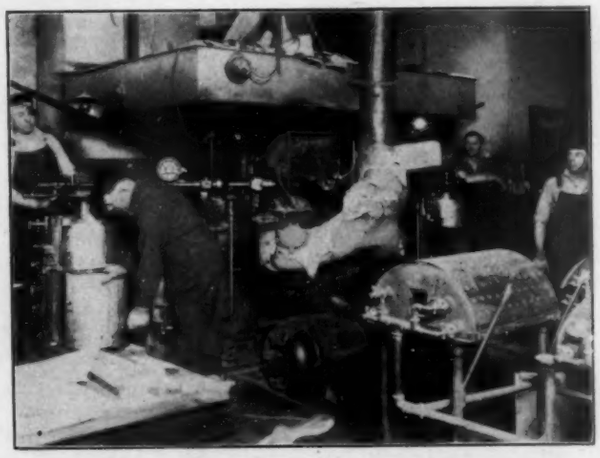
According to the records of the Pacific Gas and Electric Company, at the end of 1925, some 4,090 consumers made use of gas for industrial purposes in California. These 4,090 customers represent slightly more than one per cent. of the more than 360,000 consumers of all kinds being supplied with gas by the company.

### Unusual Uses for Gas

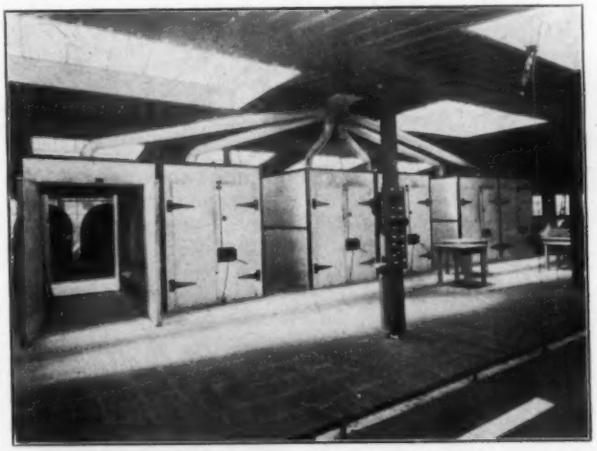
Among the more than 4,000 industrial users of gas supplied by the Pacific Gas and Electric Company are some who make rather unusual use of it. For example, in several ship yards wooden hull ships are periodically placed in dry docks for inspection and painting. In the ordinary course of use, some of the paint is scraped from the hull of the ship, and wherever the wood is exposed under water the ship worm or teredo begins its destructive work. All that is visible on the outside is a small hole, but the worm in time will completely honeycomb a timber without coming to the surface. Before painting over the holes a gas torch is played on it, and as the wood is well water soaked, steam is quickly formed, which, penetrating the hole, soon ends the career of the worm.

### Reducing Lead Ores

Another use made of gas is to reduce lead ore. Gas is passed through a heated retort in which there is a quantity of this ore. The carbon in the gas combines with the oxygen in the lead ore, leaving pure lead. Several consumers make use of a somewhat similar process in making the surface of steel very hard. In this case the steel is heated in a retort to about 1750 degrees F. and gas is brought in contact with it. The steel absorbs some of the carbon from the gas and this surface absorption makes a skin of very hard and brittle steel, while the inner portion remains softer and tough. Most automobile gears are treated in this manner. In making castings in foundries a mold in sand is made from a pattern, and usually the surface is dried with a gas torch. If the sand were a bit moist the molten metal would cause the water to flash into steam, with disastrous results.



*Gas-fired Stereotype Equipment in Printing Plant, Oakland Tribune, Oakland, Cal.*



*Gas-fired Japanning Ovens at Plant of the Magnavox Co., Oakland, Cal.*

Another interesting use made of gas is for drying barrels. To make the barrel staves retain their shape they must be steamed and bent to position and then dried. With the use of gas there is no discoloration and the barrel is ready for use without the need of cleaning. Cleanliness is an important factor if barrels are to be used for sugar and like products.

### Sterilizing Mattresses

In California a State law provides that before a second-hand mattress or pillow can be sold it must be sterilized with heat. A San Francisco concern has an ingenious gas-fired oven for doing this work.

Some of the more common uses of gas for industrial purposes in the Pacific Gas and Electric territory are for baking purposes. These vary from baking bread in wholesale quantities of 6,000 loaves per hour to baking japan on automobile fenders. The coating of metal with japan and the baking of it is well illustrated in a San Francisco factory making bed springs. The springs are dipped in the japan and after hanging over a drainboard for a short time are carried on an overhead trolley system into one of several ovens which are twenty-two feet

long. Here high-pressure gas burners that are automatically controlled by a thermostat quickly heat the oven and springs to the desired temperature. After a predetermined interval the springs are run out of the far end of the oven and, after cooling, are ready for shipment.

Fundamentally, gas is used because by its use it is possible to obtain a better product, or a larger volume, or labor may be saved, or for any one of a great number of reasons, all of which finally resolve themselves into a lower unit cost to the finished product.

# An Appeal to Our Women Customers*

## The public relations phase of the gas industry

*Fred Karr*

Director of Public Relations, The Gas Service Company, Kansas City

PUBLIC relations is the human element in our business. Obviously every employee is a public relations man and the manager of the company is the head of the Public Relations Department.

If we were not engaged in public utility business we would call it salesmanship, that is really what it is, and the same principles of salesmanship should be applied to methods of our public relations as are applied to selling in general. We must sell the company and its policies to ourselves before we can expect to be successful in selling it to others. As a utility we are selling service, not merely a commodity, gas or electricity, and consequently every employee who comes in contact with the public should accept the point of view that he is selling a service to the customer. The same principles of salesmanship should be applied to our public relations as to any other selling proposition. We know that every salesman should be informed in regard to this problem, consequently employee education which instructs our employees in regard to our service is very necessary. We know also that it is a principle of salesmanship that a salesman cannot expect to sell his company's goods unless he is himself sold on the company.

We know that if there is not a high morale existing in our intra-company relations so that we may boast of a proper esprit de corps we are not following out the principles of salesmanship. We may say that public relations is the web which weaves our interest in ourselves with our interest in our customers into a fabric of mutual understanding and reciprocal service, but in the last analysis this is nothing more than salesmanship.

### Traits of Personality

In a utility a great number of employees make contracts with the public and it is evident that all of these should be able to sell our service to our customers. We find this principle applied in salesmanship, that it is not only essential that we should have ability but it is equally essential that we should have the traits which make our ability count. There are persons with very fine characters who are unfortunate enough to have such disagreeable characteristics that they do not produce a favorable impression in their superficial contact with the public. Such persons should not be employed by a utility in positions which bring them in contact with our customer public. In analyzing the qualities of salesmanship we find that it is necessary to have an agreeable personality. Salesmen should develop self-confidence, forcefulness, effectiveness of speech, friendliness, cheerfulness, memory, tact, good judgment, health habits and neatness. They should develop qualities of responsibility and dependability, ambition, industriousness, persistence and patience. These are the qualties a salesman should possess, and these are the qualities our employees who make customer contacts should possess in order to sell our service to the customers. If we employ such persons as we believe should be able to sell our service to the public and those persons in their contact with the public realize that it is their duty to sell our service to the public, we have formed the basis of proper public relations.

### Advertising

We should advertise through the most effective mediums. Of these mediums none are more effective and influential than the newspapers. This newspaper advertising is the backbone of utility publicity. Another effective advertising factor is circularizing our customer population with material. Some of this advertising material may be institutional, most of it should be educational. Again we should follow the same principles of salesmanship that we use in personal contact. The public's attention should be attracted and interest should be aroused and some instructive ideas should be sold them in order that they may understand and appreciate our service and be able to co-operate with us in taking full advantage of it.

We have had prepared in the central office of the Gas Service Company the advertising material you see displayed on these cards. This material is principally of an educational nature and I have had it prepared with the particular end in view of appeal-

*Delivered at the Eighth Annual Convention of the Oklahoma Utilities Association, Tulsa, Oklahoma.

ing to our women customers. They, after all, are the real users of our gas service and we have felt that an educational appeal should be made to them. You will notice by the cartoons of feminine caricatures that the artist has drawn on the front page of these folders that we tried to get out something that would attract the eye of a woman and arouse her curiosity sufficiently to have her look at the folders. These folders contain information that the customer should know in order to benefit to the fullest extent from our service. They outline everything from the necessity of ventilation to the detailed instructions of reading a meter and informing the customer of everything he should know in regard to the meter. It instructs them how to take care of their appliances, to save on their gas bills, to avoid accidents and it points out the results that can be obtained from up-to-date, modern appliances and contains other information of this nature of which the customer should be advised.

The newspaper advertising is a tie-in to put over this educational program and, of course, you can see the advantage of getting this service up in the central office, printing, for instance, 300,000 of each folder and furnishing the companies with their folders and newspaper mats all ready for insertion in the newspapers of the community.

### Customer Ownership

The next potential factor in public relations is customer ownership, especially as conducted by employee campaigns. We see by selling of the company's securities how the policy is inseparably woven into our public relations. An employee must follow the same principles of salesmanship again. He cannot expect to sell the company's securities unless he sells the company, he cannot expect to sell the company unless he knows about it himself and is sold on the company or its securities himself. Frequently it is necessary to employ another principle of salesmanship. It is necessary sometimes to sell yourself before you sell the company or its securities. This fact is illustrated by personal work with civic organizations. Sometimes a man ingratiates himself with a civic club by talking to them on subjects outside of his own line of business which is of universal or general interest. The club appreciates the fact that your company is wise enough to employ a man who is wise enough to be interested in their problems and does not abuse their hospitality by taking advantage of the opportunity to disseminate information in regard to his own business. In this way a man sells himself and later, when the occasion and the opportunity arises, he is able to sell his company.

Customer ownership makes owners out of customers and customers out of owners. It is ushering into our American life a new and successful socialism, it is democracy's new alliance, it is encouraging habits of thrift and inculcating information to small investors concerning a desirable investment that produces as good a yield as is compatible with safety. It is permitting our American people to own the industries that supply them with the essential services and to safeguard their investment by efficient methods of operation. We are more and more demanding efficiency of operation and sufficient control of operation to sell a commodity that is as reasonable in unit cost as is possible, compatible with a fair return on the value of property. This can only be accomplished, as Senator Cummins remarks, by federal ownership or big business management. Our experiences of the past in this country and other countries have disparaged the idea of federal ownership so it leaves us but the one alternative of efficient business management under customer ownership.

### Personal Contact

I am now ready to discuss the last and most important factor in obtaining and maintaining public good will. This is the factor of personal contact.

The average person will usually form his judgment of a utility through his contact with one individual. If this person is rude or inefficient it will take a lot of kindness and efficiency to overcome the bad impression. Every member of an organization who, in any capacity, comes in contact with

*Miniature Reproductions of the Covers of Folders Designed to Appeal Particularly to the Womenfolk. Explained More Fully in the Text*

The Family's Friend
Our Meter Man
Perfect Control
"Welcome Stranger!
Starting The Day On Time
Name of Local Company
A Cities Service Company
Suppose Your Gas Service Took a Vacation?
Service Requests
How to Save on Your Gas Bill
The Circle of Service
Meals on Time!
Speed up your Cooking with Gas, the INSTANT Fuel
The Meter Tells the Tale!
Get Acquainted With Your Gas Meter
The Day of Her Party
GAS
The All-Purpose Fuel
47,000,000 housewives
"Just as Cozy as When We Left!"
When Science Cooks
– Gas is the preferred fuel!
Join
Class
Free
When You Entertain Dinner Guests
The Restful Economy of Gas
Name of Local Company
A Cities Service Company
Hello! Service Department?
An Invitation to Our Patrons to Take Advantage of the Services of Our Skilled Men and Modern Equipment
Name of Local Company
A Cities Service Company
The lowered window ..... means health
For Important Occasions

*Group Showing Advertisements Appearing in Newspapers Calling Attention of the Womenfolk to Folders Shown on Preceding Page. See Text for Detailed Description*

the public as a salesman, and the impression he makes is an advertisement, good or bad.

Our esteemed dean of public relations, Bernard J. Mullaney, vice-president in charge of public relations of the Peoples Gas Light and Coke Company of Chicago, was elected chairman of the Committee of Education of Gas Company Employees of the American Gas Association and reported to the committee that he had conducted a survey of a representative cross-section of several thousand customers of the Peoples Gas Light and Coke Company. Representatives of the gas company interviewed these customers through the assistance of a questionnaire prepared for that purpose. A short time afterwards, 15,000 customers were interviewed in regard to the opinions on private ownership of public utilities versus public ownership. Both these surveys agreed as to percentages in regard to the following information. Only twenty per cent of the customers knew that the gas company was under a regulatory body. Only 20 per cent of the customers learned of the policy and activities of the company through civic clubs and all other organizations. Eighty per cent of the customers had a good or bad idea of the utility from the service rendered them. Five main factors were taken into consideration in regard to service: Service, cost, organization influences, stock ownership and newspapers. Of these factors service was almost as strong as the four other factors combined.

In this analysis and rating it was found that the impression left by personal contact with employees was twice as strong as all other factors combined in determining the customer's estimate of the service. In other words, the impression left by contacts with meter readers, collectors, fitters, telephone clerks, correspondents, counter clerks, receivers, and so on, was twice as important as the promptness, dependability, efficiency and all around physical quality of the service itself. The most important element, therefore, in public relations is personal contact. It follows, therefore, that the more personal contacts that can be made by efficient, willing and courteous representatives of the company the more successful we will be in bettering our public relations.

### New Business Department

Henry L. Doherty realized this fact when, with prophet-like vision, he made his first contribution to the utility industry by inaugurating a new business department. We are still working under the plan formulated and practiced by him over twenty-five years ago.

Merely to prate of the fact that public good wlil is the most vital asset of a public utility is a good idea, but if it just remains an idea it will avail but ltitle. If we merely preached the doctrine, we would find ourselves in the same discouraged frame of mind as the King in Hamlet after his attempt at prayer, "My words fly up, my thoughts remain below; words without thoughts never to heaven go." No! Abstract ideas won't do. For twenty-six years Henry L. Doherty has humanized the Golden Rule in business and taught by precept and example that square dealing in the public utilities business pays.

### Following the Example of the Chinese

The Chinese have a peculiar way of paying their doctors. The physician is paid a regular stipend by the family for keeping them well. His remuneration ceases as soon as the person falls ill. This is the ancient form of health insurance.

The new business department of Henry L. Doherty and Company operates through its territory representatives somewhat after the manner of the Chinese family physicians by getting and keeping the good will of the company by administering to their needs and comforts through personal contact. He not only sells them the utmost in appliance conveniences and labor-saving devices, but he also sees to it that these appliances are properly serviced, clears up complaints, explains the gas or electric rate to an uninformed or misinformed customer and to promote the public good will.

The public does not expect something for nothing, because they know from experience that anything that is worth having is worth paying a reasonable price to obtain. If you doubt the truth of this assertion, try selling a dollar bill for fifty cents to strangers and see how difficult it is. They can't believe that you are giving anything away. It isn't being done! You can sell them good service, however, and they will thank you for it, if the price is reasonable.

### Nucleus of Public Relations

You can readily appreciate the advantage of a man on the job who knows his customer and has obtained the confidence of that customer by honesty and square dealing in attempting to sell any article which he feels will be either useful or necessary to that customer. That is the nucleus of a public relation than which there is none greater. It is both difficult and inadvisable to attempt to sell the intangible. A piece of blue sky may be a good commodity for the unscrupulous promoter but people who are dealt with time and time again expect to pay a reasonable price for something that is going to administer to their comfort and needs. In our business, service either goes with the article sold or is maintained at a reasonable price and the customer public is not interested in getting it for nothing, but it is very much interested in the certainty of getting it.

The close and frequent contact of our representatives with their customers produces such an amicable relationship and such a mutual understanding that no influence in a public utility is more potent in obtaining and maintaining the public good will. This element is such an important factor in our merchandising that its necessity and possibilities can not be over-estimated. It should be based on the principle of the Golden Rule and guarantee honesty and integrity in all relations. Everyone finds out everyone else in time and it must be continually remembered that we deal with the public a long time.

### Conclusion

To conclude, I would like to sum up by reiterating that public relations has to do with the human

(Continued on page 482)

# GAS MERCHANDISING

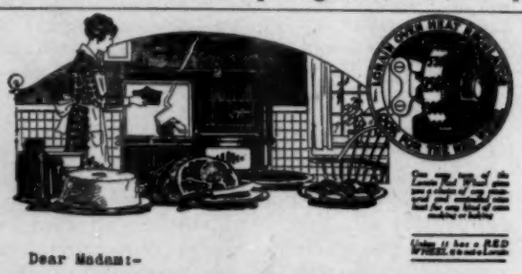
*Domestic – Industrial*

# Ideas for the Man Who Sells

*William H. Matlack*

## SELL THEM TO HAVE MORE HOME COOKED FOODS

IN this day and age when in any number of families both husband and wife are employed, home cooking is giving way to the canned foods from the corner grocery, bread from the neighborhood bakery and the delicatessen store, cold meats and the like. These are predigested, cold, and pre-



Dear Madam:-

Your name has been handed to us as being interested in a Gas Range equipped with the famous Lorain Oven Heat Regulator which is so extensively advertised in all the leading women's magazines.

Your friend, no doubt, has told you the wonderful results she is obtaining from her range, how her bakings are now uniformly successful, the relief from worry caused by a baking failure and the hours of leisure enjoyed because Lorain does the 'watching' for her

We, accordingly, will say no more about the splendid advantages of our line of ranges with their lightening of the drudgery of housework, as your friend, surely, has imparted some of her enthusiasm to you.

What we particularly suggest is that you visit our store and see what attractive line of ranges we have to offer. Any kitchen need or purse can be satisfied

By way of closing we suggest, if you have not already done so, that you visit the home of any friend who has a Lorain Oven Heat Regulator and see what an addition a Lorain equipped range is to her kitchen.

Why wait? Why not be numbered at once with the thousands of happy users of Lorain equipped ranges?

Very truly yours,

cooked foods and when you get down to cases, no one truly enjoys this sort of food for very long. Yet this food will be consumed in larger and larger proportions, to the detriment of the gas man and the digestive organs of the consumer, just as long as the gas man fails to exploit the advantages of home cooking via the oven heat regulator method.

The oven heat regulator comes at a time when the gas men of this country sorely needed something to forestall this habit of eating out of a can and paper bag, but it is of no value unless he lends every effort to exploit, in every known manner, the value and economy of home cooked foods.

This exploitation, morever, will keep the domestic load which is so valuable to the industry. Tell the woman in the home how very little trouble it is to have real home cooked food at home without the old pot watching, if she uses an oven heat regulator. Tell her how whole meals may be cooked in the oven of a modern gas range without watching! Then tell her what to cook, how to prepare it. You will then retain the domestic load and sell appliances too.

☼ ☼ ☼ ☼

## DO YOU KNOW?

THAT at Coney Island there is an Infantorium where more than 5,000 babies have been reared! One of the essential factors that make for success in operating incubators for these tiny mites is a uniform supply of heat—gas, positively controlled.

That more than 1,000,000,000 cubic feet of manufactured gas is kept in public utility storage holders in the United States every hour of the day and night and that, according to the New York State Committee on Public Utility Information, these holders represent an investment of $125,762,670.

That Miss Maye Lovell, Director of Home Service for the Consolidated Gas Company, New York, teaches the deaf to cook with gas by means of charts and an interpreter who speaks to the pupils in the sign language.

Little items of this kind given to your local newspaper are gladly received and make interesting reading about GAS.

# As The Journal Views It

## CUSTOMER OWNERSHIP IN 1926

There is no question but that the customer ownership movement in the public utility industries, and especially in the gas industry, is one that has already justified its existence in many ways. Much was hoped for when customer ownership first was inaugurated. The plan had all the earmarks of being one that would result in marked benefit to all who were engaged in it. It was by no means a one-sided matter. Both the public and the public utility company were to benefit from the operation of this idea.

The results that have been obtained up to the present time have amply fulfilled the expectations of those who first carried out this new idea of interesting the consumers in the public service industries that serve them. Today, the value of customer ownership has been demonstrated beyond doubt to all. It is eminently a mutual affair. Everybody benefits, and the result is the creation and maintenance of a feeling of friendliness and good-will between the company and the public.

Recently there was made public the plans of the Customer Ownership Committee of the American Gas Association for 1926. These plans clearly indicated that the gas industry of today is keenly aware of the importance of customer ownership. The Customer Ownership Committee has had fine co-operation from the gas companies and has been encouraged to extend the scope of its activities, so as to include not only the collection and compilation of statistics on progress of customer ownership, but also the consideration of the principal problems encountered and the development of methods best to overcome them. The committee also seeks to make a study of the trend of the movement in the future, and of the pitfalls and dangers that might be encountered and of whose existence the gas utilities should be properly cognizant.

There is always such a thing as pushing an advantage too far. Customer ownership has up to the present time gained and retained the confidence of those who have been sold on it. It would indeed be the height of folly for any organization to take undue advantage of this confidence for selfish purposes and thus destroy a factor that has been universally acknowledged as being paramount in the building of good-will. It is to this possible condition that the Customer Ownership Committee of the American Gas Association is anxious to devote its energies and we may say that there is scarcely a more important problem that they could consider than this one.

It is interesting, in conclusion, to note that the committee plans to make a report at the National Convention in Atlantic City, in the form of an address, on financial affairs by an authoritative speaker, and also, to arrange for a booth for the distribution of information relating to customer ownership matters.

## THE RADIO IN HOME SERVICE

It was not long after the home service idea was carried out in the actual practice that it was seen that the radio would be of very great service in obtaining publicity for home service plans and projects. Today there are many gas companies that use the radio in connection with their home service work.

Thus, gas companies who have made use of this most recently developed form of publicity medium have found that the results are very much worth while and compensate amply for the trouble and expense incurred. It has been found that people are glad to listen to talks over the radio, while they might not be willing or able to give the time to come to lectures and meetings held on the gas companies' premises. Of course, from the gas companies' standpoint it is more desirable that the gas customer come to the gas company office and showrooms and there come in contact with the home service department employees and be served by them, but, rather than not have the housewife come in contact with the home service department at all, it is far better to be able to reach her over the radio.

Thus, cooking programs are broadcast and advice is given on general subjects relating to the use of gas in the home. A most extensive audience is

reached, and women in outlying districts, who could not come to the gas company's office, are able to derive as much benefit from home service work as their more fortunate sisters who can visit the gas company's premises. Experience has also shown that, while the radio will of course reach those who live in the community directly served by the gas company, there are often others living at quite considerable distances who will tune in and be glad to listen to radio talks on gas, its use for cooking, and the like.

☼ ☼ ☼ ☼

## AN APPEAL TO OUR WOMEN CUSTOMERS

(Continued from page 479)

element in business and the problem is of salesmanship. The most valuable results are obtained through personal contact and consequently well-trained utility salesmen are the most potential factors in obtaining and maintaining good public relations. It is difficult to sell the intangible without the tangible. I remember when we employed service supervisors whose duty it was to call on the housewife and ask if her service was adequate. When he made the first call the housewife was extremely gratified to find that the utility had taken such an interest in her service. At the second call she thought it was very nice of them to be considerate enough to have a call-back to ascertain if her service was adequate, but after the third call she told her husband that there was a man from the utility company who had a queer look in his eye, had nothing to sell and no business to transact as far as she could see and that she thought he must be either a flirt or a fool.

☼ ☼ ☼ ☼

## ORCHIDS AND MUSIC NEW GAS PRODUCTS

Orchids as alluring as those that bloom in the steaming jungles of Sumatra, and a new method of tone reproduction, that is said to be unrivalled for beauty, have both been developed by recent applications of the modest gas flame that cooks the breakfast bacon.

Until recently it has been necessary to import orchid plants from their native tropics because of the difficulty of raising them. The seed of the delicate epiphyte is microscopic in size, and responds only under exact conditions of temperature. It has been found that if the seeds are placed in flasks, which also contain a liquid to supply moisture and carbon dioxide, and if the requisite temperatures are maintained, they can be made to grow. For one year the seeds remain in their containers, while automatically controlled gas heat keeps up a daytime temperature of 90 degrees and a night-time warmth of 70 degrees. At the end of the year the little plant is formed and is ready for transplantation. At the end of five years it blooms. A temperature change at any time in this period kills the plant, for which reason automatic gas heat has been found best suited to this new and difficult form of horticulture.

A new phonograph in which a gas flame is used to reproduce the music is reported from England on the heels of recent experiments in which musical vibrations were used to extinguish flames, thus reversing the process.

Small gas burners are attached inside the soundbox, and vibrations from the diaphragm are transmitted to them. While a record is played the pulsations of the flame are clearly visible, and it is said the music thus produced is of unusual purity. When the gas is turned down a flattening of tone is noticeable.

The reproduction of violin music is particularly improved by the gas-burning phonograph, according to experts.

☼ ☼ ☼ ☼

*A timely admonition to procrastinators who persist in old-fashioned methods of heating water; as used in local newspapers by the Portland (Oregon) Gas & Coke Co.*

INDUSTRIAL GAS LESSONS

IF IT'S DONE WITH HEAT — YOU CAN DO IT BETTER WITH GAS

# Lesson No. 121

## Combustion

### Semi-Anthracite Coal

Semi-anthracite is the name given to a coal that lies between semi-bituminous coal and the true anthracite or hard coals. Semi-anthracite is a hard coal but it is not quite so hard as anthracite itself. There is a series of coals that are not semi-bituminous and not anthracite, and the name semi-anthracite was coined to cover these special types of coals.

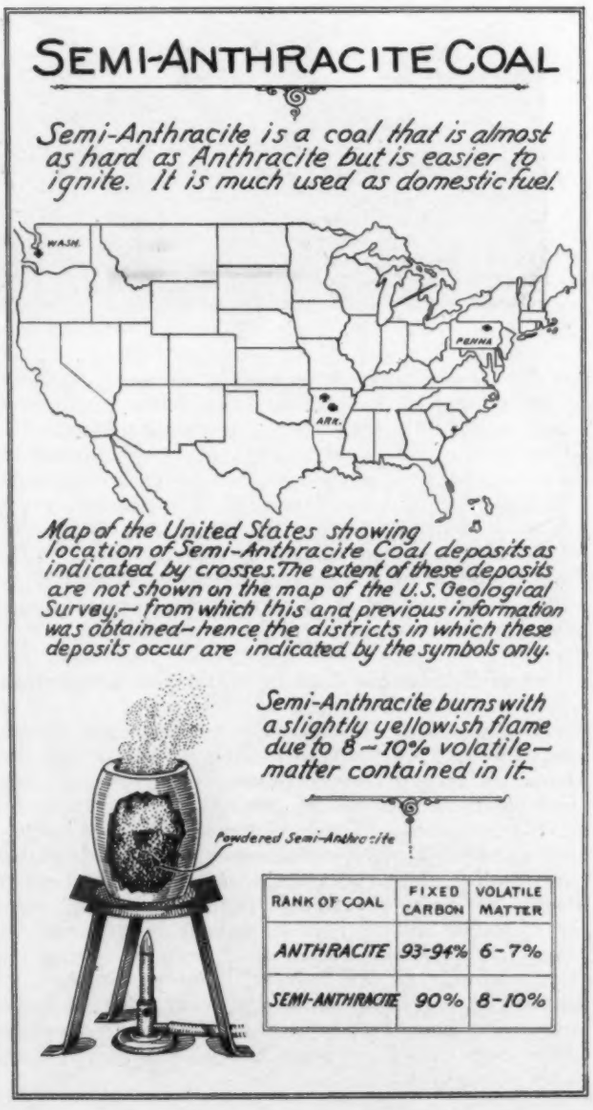
The main difference that exists between the semi-anthracite coal and anthracite or hard coal, is that the former does not contain as much fixed carbon as the latter. Thus, a typical semi-anthracite coal would contain about 90 per cent. of fixed carbon while a typical anthracite coal would contain as much as 93 per cent. to 94 per cent. fixed carbon. On the other hand, semi-anthracite coal contains considerably more of volatile matter than the anthracite coal. Thus, a typical semi-anthracite may have anywhere from eight to ten per cent. of volatile matter, while the hard coal or anthracite generally contains around six per cent. or at the most seven per cent. of volatile hydro-carbons.

As may be expected, therefore, the semi-anthracite coal kindles more quickly than the anthracite and burns with a slightly yellowish flame. This coal is not found in very great quantities in this country and is generally sold as anthracite for domestic purposes. It is a fact that the coal is perfectly suited for this purpose, and in fact it is considerably easier to use, for it burns more readily.

An analysis of a typical semi-anthracite coal is given in the following tabulation, figures being on the ash-and-moisture-free basis. This coal in question was mined in the Pennsylvania region.

| | | |
|---|---|---|
| Volatile matter..... | 9.92 | per cent. |
| Fixed carbon..... | 90.08 | " " |
| Sulfur ..... | 0.77 | " " |
| Hydrogen ..... | 3.72 | " " |
| Carbon (total)..... | 91.60 | " " |
| Nitrogen ..... | 1.27 | " " |
| Oxygen ..... | 2.64 | " " |
| Heating value ..... | 15,410 | B.t.u. per lb. |

The moisture-content in the coal may vary from 2 to 8 per cent. and the ash-content from 4.3 to 14-k/2 per cent.


SEMI-ANTHRACITE COAL
Semi-Anthracite is a coal that is almost as hard as Anthracite but is easier to ignite. It is much used as domestic fuel.
WASH.
PENNA
ARK.
Map of the United States showing location of Semi-Anthracite Coal deposits as indicated by crosses. The extent of these deposits are not shown on the map of the U.S. Geological Survey,— from which this and previous information was obtained— hence the districts in which these deposits occur are indicated by the symbols only.
Semi-Anthracite burns with a slightly yellowish flame due to 8—10% volatile— matter contained in it.
Powdered Semi-Anthracite
RANK OF COAL | FIXED CARBON | VOLATILE MATTER
ANTHRACITE | 93-94% | 6-7%
SEMI-ANTHRACITE | 90% | 8-10%

# New England Gas Association Holds First Meeting of Operating Division

## The initial meeting replete with an interesting program

THE first meeting of the Operating Division of the New England Gas Association was held at the New Ocean House, Swampscott, on May 20th and 21st. The officers of this division are as follows: President, G. Warren Stiles, Portland, Maine; vice-president, A. H. Scott, New Britain, Conn.; directors, H. Vittinghof, Boston, Mass.; I. T. Haddock, Cambridge, Mass.; A. S. Hall, Springfield, Mass. secretary-treasurer, Francis E. Drake, Lynn, Mass.

*New Ocean House, Swampscott, Mass.*

Over one hundred members attended, and one hundred and sixteen sat down to dinner on the evening of the 20th, with which the session opened. The first session was held at 8 P. M., in the Assembly Room, and was opened with appropriate remarks by President Stiles of Portland. The Hon. Henry C. Attwill, chairman of the Department of Public Utilities of the State of Massachusetts, delivered a most interesting address, it being an historical review of Public Service Commissions in general, and the Massachusetts commission in particular.

### Use of Bituminous Coal in Water Gas Generators

At the end of Mr. Attwill's remarks, the formal part of the program was opened with a talk by R. S. Carter, superintendent of the Malden Gas Light Company, on the use of bituminous coal in water gas generators. This, as usual, brought out a heated discussion from all quarters, in which the informality of the occasion enabled the members to enter into wholeheartedly. One interesting point was brought out by J. L. Eigenbrot, manager of the Lowell plant, who stated that he had, during the fuel shortage of last winter, obtained a couple of cars of high volatile non-coking coal, which enabled him to run a sixteen-day test, and found that results were very much superior to the results obtained with straight coking coal.

The secretary read a communication from W. J. Murdock of Joliet, Illinois, describing the very successful operation in their plant and giving analyses and results. Also, a most interesting written discussion was sent in by C. W. Smythe, of the Public Service Electric and Gas Company of Newark, N. J., describing conditions in the operation of bituminous generator fuel in their various plants and with different kinds of coal.

After the paper on soft coal, one question, "What Value and Results are Obtained from Installation of Waste Heat Boilers?" was discussed by Mr. Schell of Haverhill, Mr. Allen of Pawtucket, Mr. Eigenbrot of Lowell, and Mr. Lueders of Lynn. Messrs. Schell, Allen and Downing spoke on "Waste Heat Boilers as Applied to Water Gas Sets." Mr. Carter of Malden told of their installation in connection with their continuous verticals and brought out the fact that with their installation they figured to pay for it within three years. Mr. Lueders of Lynn spoke on "Waste Heat Boilers in Connection with Producer Gas Operation," he operating Koppers Kerperly Producers in connection with a Koppers oven plant.

### Fred C. Freeman Addresses Meeting

The second day of the meeting was called to order with President Stiles in the Chair at 10 A. M., and the first business was a talk by Fred C. Freeman, president of the New England Gas Association. Mr. Freeman delivered a very able address on "The Purpose and Outline of the Operating Division's Activities," as follows:

"The American Gas Association has been a great help to the gas industry. Before the formation of this parent association there were various gas societies about the country, each of which was doing something for the industry in a small way, but it remained for the union of these various associations to perform a most constructive piece of work, namely, to sell the gas industry to itself. This has been the American Gas Association's biggest job, and I am sure it has done well in making every one of us believe in our industry.

"The A. G. A. has the following sections: Commercial, accounting, industrial, technical, and handles various other smaller activities. They have an annual exhibit which is alone worth the trip to Atlantic City for its inspection. Expense permits only one meeting a year but this at least gives the annual rub of elbows. They are actively engaged in co-operative industrial research, in co-operative industrial advertisement and lately an appliance testing laboratory has been organized which will help to advertise our industry and will assure to the public the best type of gas using appliances. There

can be no question that the A. G. A. has given enthusiasm all along the line of gas men, from the top to the bottom.

### Purpose of Association

"Just as the A. G. A. has performed a good piece of work for our industry as a whole, so can the New England Gas Association, formed of the three associations, Industrial, Gas Sales and Engineers, perform an intensive piece of work for our industry in New England. Its purpose is not to in any way undertake the activities of the parent association but only to stress or bring home those activities, and in addition to this to help on the problems of the industry from the New England standpoint. Additional divisions or branches to the three which I have mentioned may be formed as the need for them may arise.

"The officers and directors of the New England Gas Association are: President, two vice-presidents, two directors-at-large, the three presiding officers of the three divisions and a treasurer. The secretary-manager is also an officer but he is not a director.

"There are the following kinds of members: Company and manufacturers as a corporation, the executive members appointed by the company members, active and associate members in the various divisions and honorary members.

"Through the executive members it will be possible to formulate and practice a united policy in New England relative to the gas industry. This is something which we have never had before. The executives can definitely determine what they will do as companies in a united way. We now present a solid front.

### Duty to Public

"There are nine objectives of the association and I am very happy to say that the first two of them recognize our position or our duty in present-day civilization by stating that it should be our prime consideration to render gas usefulness or service to the public in a whole-heated sincere manner, full well realizing that ours is a privilege in our particular job. It goes without saying that if we fulfill our duty to the public in the best way we know how, if we think first of the good to the public in our service we ourselves will be rewarded through the satisfaction of our conscience, in the happiness of our work and also in a material way.

"The other seven objectives treat of manufacture, distribution, sales, utilization, accounting, investment, public relations, inventions and research, conservation, standardization, employee education and cordial co-operation.

"Our most important objective undoubtedly is the recognition of our duty toward the public whom we serve and second in the list of objectives I would place cordial co-operation, friendliness among the members, a spirit of think of and willingness to do for the other fellow. This objective can be best accomplished only through such divisions as we have in the New England Gas Association. The Operating Division has its share of responsibility in this directon and I look for great accomplishments and results from it.

"It is only through meeting one another that we can become acquainted. Acquaintance fosters good fellowship through frequent meeting and good fellowship in time will ripen into friendship. This means that we must have more frequent meetings than we have had in the association from which the Operating Division has come. I expect the Operating Division to hold more frequent meetings, at least one bi-monthly and it is not too much to expect to hold one every month eventually. We in the Operating Division can take a good page from the Sales Division, who hold monthly meetings.

"The official program of a meeting is an important part of our progress but I rather feel that the unofficial part of the meeting, when we rub elbows with the other fellow, is even more important. I am quite sure that there is not a man at such a gathering from whom, if I can sit down and talk with him, that I cannot obtain an idea or suggestion which will be of value to my company in my job. This also applies in my contact with the men who may fill the minor positions of our respective companies.

### The Personal Contact

"I hope that the operating men of the smaller companies in New England will recognize the opportunity and gradually get the benefit from frequent Operating Division meetings. They should be eager to attend these meetings and bring their problems or questions for discussion with others who may have had the experience which they may seek. The national association does not give this opportunity to the smaller companies. Getting to know one another gives the possibility of a telephone conversation between the members or a division meeting not far off a personal contact so that questions may be sooner and more readily solved. The division meetings will not be the means of an answer to every problem but the acquaintance, fellowship and friendship cultivated in the meeting will give us all another head to help with our problem. I do hope that the smaller companies will take advantage of the opportunity.

"I warn you not to expect too much from the first few meetings. Do not be discouraged if someone does not come up to you to make your acquaintance at the first few meetings. Remember that you yourself may be just as much at fault. Go half the way yourself in meeting the other fellow. I am positive that if we operators will mix and learn to know one another that our meetings will produce constructive results for the good of our industry. It is the spirit of the men toward one another in our meetings which will count. Remember it is the spirit, the friendly spirit, and not so much the official line-up of the program.

### Enthusiasm

"Cordial co-operation will blossom another important offshoot—enthusiasm. Any business to grow and prosper needs that quality in its workers. We

in the gas industry are beginning to realize the wonderful chance we have to help with the forward strides of civilization through doing our part with more and better gas service. To learn what the other fellow is doing gives us at least vision to the extent of the other fellow and forward vision, the certain knowledge that our industry is growing cannot help but give us the enthusiasm and inspiration to make each one of us take on our share of the burden. I look for the Operating Division to bring to its meetings not only the men in the highest operating positions of a company but also the men in the second and lower lines of endeavor. The higher men have opportunities of association contact which expense denies to those in the lower ranks of our companies. The fact that the Operating Division may meet at such a central point as Boston makes for a lower expense cost in a trip rather than as in a journey such as to Atlantic City, and it may work out that the operators will hold occasional meetings in other New England cities than Boston, where locally some new idea or device is being tried out. The meetings should be of an informal nature, perhaps not even as elaborate as this particular meeting which we are holding now. Likely an evening meeting with a dinner perhaps, a speaker and some discussion. Just a simple, regular periodic affair will in time bring out a great number of our New England gas operators and give us all a chance to get acquainted with one another.

"It must not be lost sight of that the older men will pass on and the younger men must be trained for the work left behind. Also that the men in the lower ranks have their nose right up against the job at hand. Personal contact with similar fellow workers from other companies gives them inspiration and makes them realize that their job is a necessary part of the whole. It helps with ideas to improve the quality of their work. I ask the larger operators to give the men in the lower ranks an opportunity to attend the operating meetings as well as for the smaller companies to have their representation.

"The Operating Division is essentially concerned with the manufacture and distribution of gas, although other activities for want of a division to handle them may at times be taken on as part of the work of the Operating Division; such as public contact, employees' education, investment, etc. The Operating Division through frequent meetings can keep its membership informed on the present state of our industry, on ideas being worked out and of dreams to come. The technical programs can always be filled with informative subjects.

### Many Subjects for Discussion

"Coke, coke ovens, verticals, naphthalene, ammonia sulphate, producer gas, wet purification, complete carbonization, synthetic motor fuel, pipe joints, pipe coating, pipe welding, meter diaphragms, demand meters, high pressure distribution, etc. There are no end of subjects which will give interesting meetings to all and at least information to the great majority.

"In short, I look for the Operation Division

"1.—To hold more frequent meetings, perhaps of an evening discussion dinner type at Boston or other appropriate New England cities.

"2.—To have the smaller companies get the value of this association activity.

"3.—To spread the grade or rank of membership.

"4.—Finally and most important of all, to have the New England operators to learn to know one another.

"For through cordial co-operation we can better fill the niche which each one of us holds in our part of civilization's progress to make the world better and better. The Operating Division will only be as successful as the spirit which it develops in its members. Technically it can do much but the cementing of acquaintanceship into friendship is the all-important thing. We can do it if each will do his part and not expect the other fellow to do it for him."

At the conclusion of Mr. Freeman's able address the subject of the association's future activities was thoroughly discussed by all present. There seemed to be a diversification of ideas as to monthly or quarterly meetings, so it was finally voted, moved and seconded, that the president appoint a committee to report to the board of directors at an early date and present definite recommendations as to future policy of his division, and as to number, type and location of future meetings. The president appointed I. T. Haddock of Cambridge as chairman, and the committee, R. E. Wyant of New Haven, J. J. Dowling of New London, R. L. Fletcher of Providence and H. C. Crafts of Pittsfield.

### High Pressure System Described

The one paper of the morning was a description by Warren D. Stewart, engineer for the Stone & Webster Corporation, of a thirteen hundred mile high pressure system located in Joliet, Ill., and supplying the surrounding territory. This paper was most interesting and was enthusiastically received, as it opened the eyes of the many New England men who have not yet gone into high pressure distribution. Mr. Stewart, in the course of his remarks, brought out that the plant located in Joliet, placed on the map where Boston is located, that this system extended to within a few miles of Springfield, a distance of eighty-five miles, and as far south as Providence, going north to approximately Fitchburg. At the conclusion of Mr. Stewart's remarks, a general discussion ensued which was entered into by the entire membership. Many interesting points were brought out, particularly in relation to the mechanical methods of installation as adopted in the Middle West.

At the conclusion of the discussion on high pressure distribution, the question of cast iron joints was discussed by Messrs. Gilbert, Flanders, Woodhead and Carter.

The committee in charge of the discussion, Messrs. L. E. Knowlton of Providence, A. C. Frey of Worcester, and R. C. Downing of Lowell, are to be complimented upon the able manner in which they arranged the discussion of the various subjects.

At the conclusion of the meeting a vote of thanks was proposed by F. A. Woodhead of Arlington to the officers and committee in charge.

The afternoon of the twenty-first was spent by the members visiting the new office building of the Lynn Gas and Electric Company, and also the works of both Lynn and the Malden Gas Light Company. At Lynn was seen in operation the battery of eleven Koppers ovens which have been in operation a year, the fuel being supplied by two 7-feet 6-inch Koppers Kerperly Producers in which 25 to 30 per cent. of breeze is used. In conjunction with these producers are operated waste heat boilers which generate approximately 80 B.H.P. On the water gas plant at Lynn was seen in operation a U. G. I. automatic, backrun with water into the superheater. At Malden the members saw in operation continuous vertical retorts built by the West Gas Improvement Company, also soft coal operation on the water gas sets.

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## LOOK TO GAS INDUSTRY FOR NITROGEN SUPPLY; CLAIM U. S. DEFICIENT

Farmers of the United States have for their crops an annual nitrogen deficiency of forty per cent., according to the National Industrial Conference Board. The board estimates that 9,000,000 tons of nitrogen are required each year, and that only 5,400,000 tons are being used.

Illustrative of the increased yield from an ample supply of nitrogen, the board furnishes the following table:

| | Wheat Yield per acre (bu.) | Fertilizer Used (lbs.) |
|---|---|---|
| Holland | 41.1 | 168.4 |
| Denmark | 39.0 | 14.6 |
| Belgium | 35.4 | 30.4 |
| England | 31.2 | 19.0 |
| Germany | 20.5 | 65.0 |
| United States | 13.9 | 5.1 |

Searching for a nitrogen supply, chemists are turning to the manufactured gas industry which has a fixed nitrogen by-product, well adapted for agricultural requirements. Use of this has not been general because of the high cost of its recovery in most plants.

In contrast to this general condition, a gas plant in Chicago which supplies more than half of the city's requirements, has created a nation-wide market for its large but wholly incidental output of ammonium sulphate—a product rich in nitrogen. This plant's annual output of 9,855 tons of ammonium sulphate is enough fertilizer for 3,864,700 acres —an area greater than Connecticut—if used at the present rate of distribution, chemists state.

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## CARBONIZATION OF COAL

THIS invention relates to the carbonization of coal, and apparatus therefor; and more particularly to the charging of retorts whereby a larger charge can be dealt with at one time and which results in a product of increased density and hardness and in the availability of coals of lower caking quality.

According to the invention, the retort is vibrated during the period of charging and/or at any period during the process of carbonization before the coke structure has been formed. The retorts, which are preferably circular and of metal, may be vibrated by means of blows in any part or extension; but blows in a vertical direction at the top of the retort are best, and the effect of the vibration is greatly increased if pressure is applied to the top of the fuel when the retort is being tapped.

It has been found that blows with a 2-lb. hammer moving over about 4 in. produce good effects. The maximum effect with dry coal through ¼-in. mesh is to give a density of 60 lbs. per cu. ft.

The effect of the denser charges produced by vibration of the retorts is to give rise to a coke of increased density, varying with the percentage of volatile matter in the coal. For example, coal containing 22 per cent. volatiles, carbonized at 600° C., produced a fuel of apparent density equal to 1.09 when the retort was vibrated, against a fuel of apparent density equal to 0.832 when there was no vibration.

Various methods for carrying the invention into practice are described, illustrated by drawings, and claimed. (British Patent No. 248,077.)

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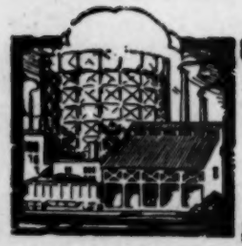
## GAS APPLIANCE INSTALLATION AND SERVICE MANUAL

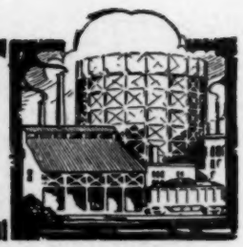
This is the title of a small book issued by the Pacific Coast Gas Assn., which contains a great deal of information of particular value to the commercial department of gas companies, as well as to the practical man who is called upon to make installations of domestic appliances. It is a manual that the Commercial Section of the Pacific Coast Gas Assn. prepared for the purpose of setting down in easily-consultable form certain details regarding the installation and maintenance of domestic gas appliances. It is designed as an aid to those who are called upon to handle all types of gas burning equipment and fixtures commonly used in the home.

The book is certainly a most valuable contribution to gas literature. It is just chock-full of information that the gas man likes to be able to lay his hands on quickly and conveniently. It is divided up into ten chapters and each chapter discusses an important phase of the general subject. Thus, there are chapters on maintenance of the gas supply and house piping; on vents and flues; on selection of appliances; on installation and use of appliances; on ranges and cooking devices; on water heaters; on house heating appliances; gas lighting equipment. The book contains an index as well which renders its use more convenient.

The cost of the book is $1.50 per copy and can be obtained by writing to Clifford Johnstone, executive secretary of the Pacific Coast Gas Assn., 447 Sutter St., San Francisco, California.



# NEWS OF THE GAS INDUSTRY



## Missouri Gas Men Hold 20th Convention

### Association of Public Utilities Meets in Springfield

The twentieth annual convention of the Missouri Association of Public Utilities, held at Springfield, Mo., May 3, 4 and 5, attracted 200 delegates. The addresses delivered and papers read were general in tone, not technical. Entertainment by the Springfield Gas and Electric Company was all that entertainment could be. Weather was beautiful and the "Queen City of the Ozarks" presented her best appearance. Visitors fell in love with Springfield.

Dr. Stratton D. Brooks, president of the University of Missouri, spoke forcibly upon what the State university was trying to do—give students broad, basic education, prepare their minds to handle problems as they came up, leaving it to business life to do what specializing education was found necessary.

Lewis E. Gettle, chairman of the Wisconsin Railroad Commission, made a strong impression when he spoke upon "The Operation of the Indeterminate Permit in Wisconsin." Dr. James Stewart, secretary of the State Board of Health, gave a most informable address upon "Water Supply in Missouri," in which he complimented the privately owned water companies for the purity of their water and the excellence of their service. Major R. J. Lockwood, United Railways, St. Louis, gave an illuminating address upon "Modern Transportation Systems." Miss Mary E. McKelvy, Empire District Electric Company, Joplin, commanded attention when she made the report of the Women's Public Utility Information Committee.

Trips offered by the association to the convention for the two best papers upon "Why Public Utilities Need the Help of Women" were won by Miss Maude Bryan, of the Laclede Gas Light Company, St. Louis, and Miss Bernadette Hock, of the Missouri Utilities Company, Cape Girardeau. The winners read their papers before the convention.

The officers elected were as follows:

President, F. S. Dewey, Kansas City Power and Light Company, Kansas City.

First vice-president, W. H. Henby, St. Louis Water Company, University City.

Second vice-president, O. W. Mattison, Missouri Power and Light Company, Mexico.

Third vice-president, A. E. Reynolds, Springfield Gas and Electric Company, Springfield.

Secretary-treasurer, F. D. Beardslee, 721 Locust Street, St. St. Louis.

* * *

### Memorial to J. H. Keppelman Unveiled

Memorial services were held on Saturday afternoon, May 29, 1926, at 2 o'clock, Eastern Standard Time, in the office of the Consumers' Gas Company, Reading, Pa., in honor of John H. Keppelman. A memorial was unveiled.

Mr. Keppelman was rightfully known as the "Father of the Pennsylvania Gas Association," for the reason that due almost entirely to his efforts the association was organized. He acted as chairman of the organization meeting held in June, 1908, and that meeting, recognizing his worth, elected him the first president of the association. The business of the association during its first year, in the days of its infancy, was so ably directed that it has functioned efficiently in all its various activities since the day of its organization, and its successful accomplishment in the affairs of the industry are largely due to the wise guiding hand of its first president.

Advancing time saw the association growing in numbers and importance, the guiding hand of the "Founder" was always available. He was always anxious to give helpful service. The association accomplished vital changes for the betterment of the industry during the period of war and after. It was during the time of rehabilitation that the members of the association, in their wisdom, recalled Mr. Keppelman and again elected him president of the association for the year 1920.

All during that strenuous period, until the time of his death, Mr. Keppelman was the chairman of the important Committee on Public Relations. Our members are familiar with his wise judgment and successful conclusions under which the important work of the committee was performed.

His delightful personality had much to do with the successful outcome of conferences held with those who were concerned with legislative matters in the Commonwealth of our State, and it is largely due to his untiring efforts and sacrifice of his time, that the industry in Pennsylvania enjoys its present high place in the business of the Commonwealth, and to him is largely due the freedom the industry enjoys from hurtful and annoying legislation.

His was a beautiful personality. He served.

The unveiling services were as follows:

Opening remarks, Allyn C. Taylor, Reading, Pa., president, Pennsylvania Gas Association.

Selection, Harold Dorwin, violinist, Reading, Pa.

John Henry Keppelman, the Citizen, Hon. William F. Shanaman, ex-Mayor, Reading, Pa.

Selection, Harold Dorwin, violinist, Reading, Pa.

John Henry Keppelman—In the Gas Industry, Frank P. Duggan, Lewistown, Pa.

Unveiling, Miss Ruth Taylor, Reading, Pa.

Response, John Arthur Keppelman, Esq., president, Consumers' Gas Company, Reading, Pa.

Silent tribute, members of Pennsylvania Gas Association.

# Splendid Program Ahead for Those Who Attend Canadian Gas Association 19th Annual Convention--- Montreal, July 8th and 9th

Bigger and Better Than Ever! Such has been the motto apparently adopted by the Canadian Gas Association for each of its conventions. It seems so to us in any event, if one is to take the tone of that organization's literature as an example.

Each year seems to only intensify the activities to make the next meeting better than ever before, and we believe if the present program goes for anything, that this year's convention will truly be—bigger and better than ever before.

Montreal is the place of meeting. The Mount Royal Hotel, the largest hotel in the British Empire, is to be the headquarters. Thursday and Friday, July 8th and 9th, 1926, are the dates.

Present indications point to a big attendance, especially as some of the delegates are taking advantage of the time to make the Canadian meeting a vacation one, as well as combining it with a measure of the good things provided on the papers' program.

Among the contributors of papers are a number of well-known and highly esteemed men, including J. W. Sperr, Jr., Director of Research, Koppers Company Laboratories, Pittsburgh, Pa., who will speak on "New Methods of Gas Purification"; F. W. Steere, of the Steere Engineering Company, who is to give some water gas experiences; John Keillor, Engineer of Gas Manufacture, for the British Columbia Electric Railway Company, Ltd., Vancouver, B. C., will outline "Vancouver's Experience in the House Heating Business"; Thos. F. Kennedy, Dominion Natural Gas Company, Ltd.. Buffalo, N. Y., is to speak on "Some Experiences in the New Business Field, and Need of New Business Departments"; P. J. Canniff, of the American Gas Association, New York, will deliver a talk on "A Sales Problem and Its Answer"; C. G. Herring, of the Consumers' Gas Company, of Toronto, will deliver an address covering recent improvements added to the Toronto gas plant, covering in his talk the new Glover-West plant of almost 5,000,000 cubic feet capacity, and the new waterless gas holder of 4,000,000 capacity. There will also be a fine industrial fuel paper by one of the industrial fuel engineers of the same company. Another author will contribute a descriptive paper covering the new Marysville plant, Port Huron, Mich.

In addition to the above an interesting question box will be opened, and all questions and problems placed therein by members during the past few months will be openly discussed. Managers having local troubles, especially the small plant problems, will find this discussion group very profitable.

As in former years, this year will again see the unique boat feature added to the program. Arrangements have been made with the Canada Steamships, Ltd., to reserve accommodation for quite a few gas men, who will go to the meeting via Lake Ontario, Thousand Islands, and rapids of the St. Lawrence, to Montreal. This makes the trip doubly interesting, since it gives delegates ample opportunity to meet and become better acquainted with one another. Time to discuss individual problems is also afforded by this boat trip. Rates are as follows:

Toronto to Montreal and return, $38.00, plus tax, 40 cents; Rochester to Montreal and return, $36; Kingston to Montreal and return, $22.15, plus tax, 25 cents; Clayton, N. Y., to Montreal and return, $22.35; Prescott to Montreal and return, $15.20, plus tax, 15 cents. Meals and berths are included in these prices.

The rates set for the Mount Royal Hotel are as follows: Single room with bath, $4.00 per day and up; double room with bath, $7.00 per day and up. European plan.

We strongly advise early reservations, and would request intending delegates to immediately write the secretary, G. W. Allen, 7 Astley Avenue, Toronto, Ont.

The local entertainment committee at Montreal is going to keep up its past reputation for putting on a clean, wholesome and interesting program. Ladies are especially invited to Canadian Gas Association meetings, many good things being always on hand for them.

*Mount Royal Hotel, Montreal, Canada, Headquarters Canadian Gas Association*

# More Space, Better Facilities on the Million Dollar Pier

Each year the requests for space in the Manufacturers' Exhibition Section during the A. G. A. convention have multiplied to such an extent that more commodious quarters became imperative; so the committee in charge selected Young's Million Dollar Pier, further south on the boardwalk from the Steel Pier, as adequate for the growing demand. This will provide about double the space that was available on the Steel Pier.

The selection of this new location possesses many advantages for the exhibitor. Space has been allotted to accommodate 649 booths of diverse sizes. Entrance to and exit from the general sessions and commercial section meetings will necessitate passing through all the exhibit section.

Meeting rooms are conveniently reached and adequate to accommodate the largest gatherings. Offices of the A. G. A. are located in a position easily accessible to those whose business call them there. The registration desks will be placed, as usual, at the entrance to the pier.

The ballroom, for dancing and social activities, is of ample proportions and situated near the boardwalk entrance. All the foregoing will be under one roof.

The exhibition committee consists of: W. E. Derwent, chairman, W. M. Fowler, L. L. Moore, P. C. Osterman, G. A. Robertshaw, C. W. Berghorn, secretary.

All correspondence relative to the exhibition should be addressed to the secretary of the exhibition committee, American Gas Association, Inc., 342 Madison Avenue, New York City.

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### "The Arteries of Industry" Displayed in Motion Picture

The National Tube Company of Pittsburgh, Pa., has completed and is now showing a motion picture entitled "The Arteries of Industry." In this film is illustrated the manufacture of "National" pipe, beginning with the iron ore in the Minnesota district, showing how this ore is obtained by the "open cut" method, transported by boat and finally delivered to the plant.

It then shows minutely the operation of the blast furnace, depicting both the open hearth process and the Bessemer process. It demonstrates the progress of the iron from the time it is melted in the furnaces through its various processes until it is rolled out in sheets ready to be fabricated into pipe of various dimensions. "Close-ups" feature in detail the three processes of welding; first, the butt-weld process; second, the lap-weld process, and third, the hammer-weld process.

The picture gives to both the laymen and the engineer an intelligent conception of the manufacture of wrought pipe. Many of the more important steps are illustrated graphically by animated diagrams. These diagrams produce the action which takes place within these units, where the camera's eye cannot penetrate. The National Tube Company announces that this motion picture is supplied without charge, to be shown for educational purposes.

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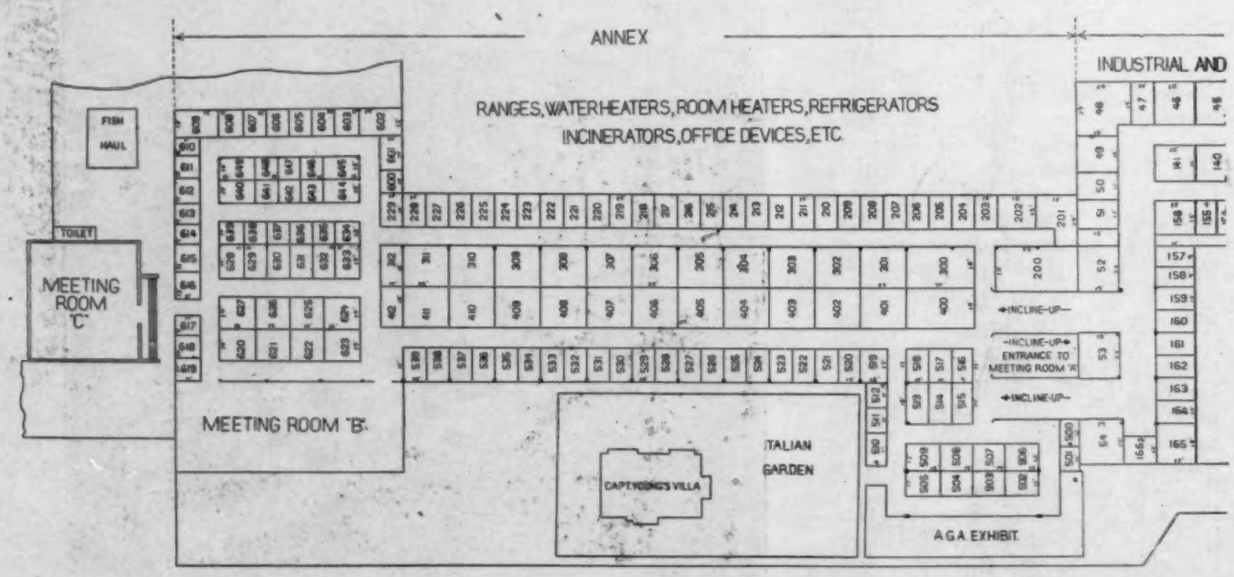
### Natural Gas Men Meet at Tulsa

The twenty-first annual convention of the Natural Gas Association of America met in Tulsa, Oklahoma, during the week of May 17th. One of the principal problems that confronts the industry today and that was discussed in detail at the meeting was the location of new fields of supply. About 1,500 natural gas men from all parts of the United States attended the convention. Among the prominent members that were on the program were Herbert Hoover, United States secretary of commerce; Governor M. E. Trapp, Douglas Malloch, poet-humorist and A. W. Leonard, president of the association.




*Detailed Layout of Young's Million Dollar Pier, . of the American Gas*

### Bill on Meter Interference Signed

Albany, N. Y.—Governor Smith has approved the Karle bill as chapter 849 of the laws of 1926 amending the penal law by adding a new section, 1431-a, in relation to interference with gas, electric or water meter or steam valves, by providing that where condition exists showing such interference such condition shall be deemed to be presumptive evidence that the person to whom such commodity is at that time being furnished by or through such attachments has, with intent to defraud, created or caused to be created with reference to such meters or attachments, the condition so existing. Penalty for such interference is as for a misdemeanor.

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### Second New England Summer Sales Conference Will Be Held Early in June in Gloucester

The interest which has been shown by those who attended the Summer Sales Conference at Gloucester last year has led the Sales Division of the New England Gas Association to arrange a similar meeting this year on June 11 and 12 at the Hotel Thorwald, Gloucester, Mass.

The program which has been arranged bids fair to exceed even last year's fine list of inspiring and helpful addresses. In order to make it possible for more to attend and for all delegates to stay for the entire conference, the number of sessions have been shortened to three and the time to two days. Because the second day is a Saturday, no one need be away from their jobs for more than two whole days.

The program of speakers and discussions, while not final, is practically the program which will be followed. Most of the speakers have already accepted, but in the event of a change in one or two, men of equal calibre and ability will be secured.

In order to secure the quality of speakers desired, to cover necessary administration expenses and recreational features, a registration fee will be charged, as before, but paid separately to the secretary. It is hoped that this year it will be possible to print the proceedings out of these receipts—because of the great demand for the papers which we had in previous years. The registration fee will cover this if a sufficient number attend.

We urge you to attend this meeting—it will be worth while.

The program of the conference follows:

#### Friday, June 11—Morning

Opening Remarks, J. J. Quinn, Sales Division, New England Gas Association.

"Welcome Back to Gloucester," Lester Roberts, Hotel Thorwald.

"What's Ahead in the Industry," Alexander Forward, Secretary-Manager, American Gas Association.

"Commercial Problems from an Executive Viewpoint," Oscar H. Fogg, Vice-President, Consolidated Gas Company of New York.

"Getting and Keeping the Domestic Load," A. Gordon King, Service Engineer, American Gas Association.

#### Afternoon

"Organizing Merchandise Sales Departments," H. N. McConnell, Commercial Manager, Electric Bond and Shares Company.

"Advertising — Our Present Problem," R. C. Hoffman, Jr., President, Standard Gas Equipment Corporation.

"The Blue Star Plan," R. J. Canniff, Chairman, Commercial Section, A. G. A.; L. Porter Moore, Home Owners' Service Institute.

"Present Day Opportunities for Gas Sales," J. R. Jennings, Managing Editor, Gas Age-Record.

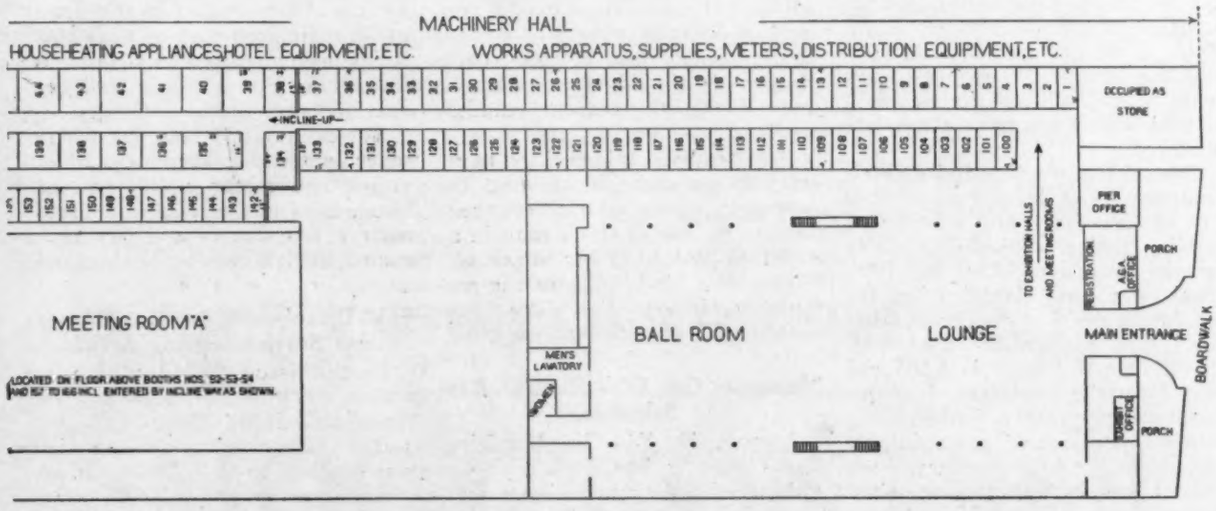
#### Saturday, June 12

"Organizing a Home Service Department," Gladys Peckham, City of Norwich Gas and Electric Department.

"Selling at Retail," F. G. Sherrill, Vice-President, Chandler & Co.

"Where Are We in Refrigeration," H. D. Valentine, Chairman, Refrigeration Committee, A. G. A.

"Speeding Up Sales Effort," Howard Coonley, The Walworth Company.




*Atlantic City, N. J., Which Will House the 1926 Convention Association, October 11-15*

**New Rates in Amsterdam, N. Y.**

Albany, N. Y.—Users of gas in large quantities in Amsterdam will benefit by a new tariff approved by the Public Service Commission, effective July 1, filed by the Chuctanunda Gas Light Company. The present rate consists of five blocks, the last of which gives a rate of $1.10 per thousand cubic feet for consumption of over 20,000 c. f. The company proposes to make the rate of $1.10 applicable for gas consumed up to 50,000 cubic feet, with a rate of 90 cents for consumption between 50,000 and 100,000 cubic feet, and 80 cents per thousand cubic feet for all used in excess of 100,000 cubic feet. The effect of this rate is to give a reduction for consumption in excess of 50,000 cubic feet.

* * *

**New Rate Schedules Approved**

Albany.—The Public Service Commission has approved new gas schedules as follows:

Central Hudson Gas and Electric Company. Gas service supplied in the city of Poughkeepsie and suburbs on existing mains. Schedule filed to become effective May 28, 1926, provides a new classification for use of service for residence heating (from September 25 to May 25.) Rate is $2.05 per M c. f. for the first 300 c. f. of gas per month per 1,000 c. f. of building volume (determined from outside measurements to nearest even 200 c. f., not including space below the ground line), and 75 cents per M c. f. for additional consumption per month. Minimum charge is for 300 c. f. of gas per 1,000 c. f. of building volume. Discount of five cents M c. f. allowed for payment of bills within ten days after date rendered.

Central Hudson Gas and Electric Company. Gas service supplied in city of Newburgh and suburbs on existing mains. Schedule filed to become effective May 28, 1926, provides a new classification for use of service for residence heating (from September 25 to May 25 following). Rate is $2.05 per M c. f. for the first 300 c. f. of gas per month per 1,000 c. f. of building volume (determined from outside measurements to the nearest even 200 c. f., not including space below the ground line), and 75 cents per M c. f. for additional consumption per month. Minimum charge is for 300 c. f. of gas per month per 1,000 c. f. of building volume. Discount of five cents per M c. f. allowed for payment of bills within ten days after date rendered.

Kingston Gas and Electric Company. Gas service supplied in city of Kingston. Schedule filed to become effective May 28, 1926, provides rates same as above for similar class of service.

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**Northeastern Power Corporation to Do Business in New York**

Albany, N. Y.—A certificate of statement and designation was filed in the office of the Secretary of State today by Northeastern Power Corporation, chartered under Maryland laws in order to enable it to do business in New York State. H. E. Machold associated with F. L. Carlisle & Co., Inc., is president of the corporation. "The business which the corporation proposes to carry on within the State of New York," reads the certificate, "is to purchase and hold securities of other corporations."

This company was chartered January 18, 1926, under Maryland laws by R. Dorsey Watkins, Douglas H. Rose, 2nd, and E. Horry Frost, all of 101 East Fayette St., Baltimore. Under its Maryland charter the company is authorized to manufacture and otherwise generate or produce electricity, to market and sell the same, to purchase, lease and otherwise acquire properties and stock of other companies. Its authorized capital consists of 5,500,000 shares of non par value, divided into 250,000 shares Preferred, 250,000 shares Class A and 5,000,000 shares common stock.

Preferred stock is entitled to receive $8 per share per annum. The redemption price of each series issued of preferred stock shall in no event exceed $120 per share.

The New York office of the corporation is 49 Wall St., Manhattan.

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**Municipal Gas Files Revised Rate Schedule**

Albany, N. Y.—The Municipal Gas Company has filed with the Public Service Commission a revision of its rate schedule for gas service to make provision for main extensions which the company proposes to make this spring by means of which it will serve the territories on Western Avenue, Central Avenue and in Delmar and Elsmere, to reach which long main extensions will be required. The company asks the commission to grant it special permission to put these changes in its schedule in effect on April 15 in order that it may at once begin the work required to complete these extensions.

The schedules as filed propose to furnish gas service in the territories in which the new extensions will be made at the same rates per thousand as are applicable in the city of Albany. A minimum monthly bill of $2.00 per month is made applicable to these territories, which the company alleges is necessary in order to cover the extraordinary expenditures required to serve these communities, with the relatively small number of customers to be secured. The minimum monthly charge applicable to the territory within the present limits of main extensions is 75 cents per month.

The new schedules cover lighting, cooking and househeating rates.

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**East Ohio Gas Company Plans to Spend $1,500,000**

Cleveland, O.—A program of improvements and extensions of service in Cleveland and its suburbs will be started this summer by the East Ohio Gas Company at an estimated cost of $1,500,000, it has been announced by Ralph W. Gallagher, vice-president and general manager of the company.

The money will help pay for replacement and enlargement of old mains and meter equipment, extensions of gas service in approximately 100 streets and pay more than 1,500 laborers to do the work.

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**I. V. Brumbaugh Author of American Stove Company Article**

In the issue of May 15th an article was published regarding the American Stove Company's Research Laboratory. This article was credited to C. F. Farnham, advertising manager of the American Stove Company. It should have been credited to I. V. Brumbaugh of the Research Laboratory.